

## Yorkhill Housing Association Limited

### Minutes of the Virtual Management Committee meeting 11<sup>th</sup> March 2021

**Present:** M Green (Chair), R Winning, C Armstrong, P Braat, M Harris,  
N McPherson, Y Alexis, B Docherty

**Apologies:** H Fitzgerald, P Marsden, G Mattu

**In Attendance:** M Menabney (Chief Executive), (Minutes), P Hollinsworth (Director of Property Services), Stewart Pattison (Compliance Manager), Gary Watson (Finance Manager) Olwyn Gaffney, (Share), Steve Bromley, (Bromley Consultancy)

1.	<p><b><u>Welcome and Apologies</u></b></p> <p>M Green welcomed everyone to the meeting and introduced Steve Bromley from Bromley Consultancy and Olwyn Gaffney from Share.</p> <p>Apologies were noted.</p>	
2.	<p><b><u>Declarations of Interest</u></b></p> <p>None</p>	
3.	<p><b><u>Review of IT Business System – Award of Contract</u></b></p> <p>Steve Bromley presented his report which summarised the tendering process undertaken to procure a system to meet the Association's requirements. He confirmed the process had been in full accordance with relevant procurement regulations, via the Public Contracts Scotland online portal.</p> <p>Seven suppliers had submitted tenders by the closing date of 15<sup>th</sup> January. The tender opening process had been undertaken virtually using Zoom with YHA governing body members and managers in attendance.</p> <p>Tender information had advised potential bidders that the Association would assess submissions on a 30% cost / 70% quality basis.</p> <p>Steve's report contained detailed information on the evaluation process and the various factors used to determine quality scores.</p> <p>The top three scorers were invited to demonstrate their systems, enabling evaluation team and committee members to produce final scores. Designer Software was identified as the preferred supplier following the revised scoring assessments. References received from other RSL users of the system were all positive and complimentary.</p>	

	<p>Committee approved Steve Bromley's recommendations as follows:</p> <ul style="list-style-type: none"> <li>- the appointment of Designer Software to install a new integrated Housing Management and Finance system</li> <li>- an initial contract term of seven years with an option to extend for a further three years</li> </ul> <p>Costs were noted:</p> <ul style="list-style-type: none"> <li>- £193,360 excluding VAT for years 1-7</li> <li>- £87,883 for years 8-10 if the option to extend is taken</li> </ul> <p>Members also noted the costs were lower than original estimates.</p> <p>It was agreed that Steve would prepare a report on proposals for the implementation programme to be presented at the next meeting of the Management Committee.</p> <p>This will take account of the need to ensure all staff undertake to perform as much data cleansing as possible prior to the migration stage.</p> <p>All managers will be involved in ensuring the new systems are thoroughly tested before the anticipated live date of 1<sup>st</sup> April 2022.</p> <p>Once approved, the implementation programme will be monitored at least quarterly by the Governance and Finance Sub-committee.</p> <p>Steve Bromley was thanked for his attendance and left the meeting at 6.40pm.</p>	GW
4.	<p><b><u>Management Committee Appraisal 2020-21</u></b></p> <p>Olwyn Gaffney gave a brief presentation reminding members of the purpose and objectives of the committee appraisal process.</p> <p>She confirmed that this is the final year in the current three year programme and advised that only the newer members (Yvonne Alexis and Michael Harris) would have 1-2-1 interviews this time.</p> <p>All other members will complete an online survey via Survey Monkey. Once these have been completed and returned to Olwyn, she will prepare a report to demonstrate YHA's compliance with Regulatory Standard 6.2 in relation to the operating year 2020-21.</p> <p>This report will include learning and development objectives for the Management Committee for the coming year.</p>	

	<p>It was noted that all objectives set at last year's appraisal had been met with the exception of <i>Committee Succession Planning</i>.</p> <p>The Chief Executive confirmed that she and the other senior managers would support the Chair to meet this objective during the current year.</p> <p>Timescales were discussed and it was agreed that Olwyn will aim to have the final report presented to the Management Committee meeting in May. PH will ensure surveys are issued during week commencing 15<sup>th</sup> March, allowing members two weeks to complete and return.</p> <p>Olwyn thanked members for their co-operation and remained in the meeting to observe the committee in action.</p>	SMT
5.	<b><u>Minutes from MC meeting 11<sup>th</sup> February</u></b>	PH
5.1	<b><u>Amendments</u></b>	
	None	
5.2	<b><u>Approval</u></b>	
	The minutes were unanimously accepted and approved for signing off by M Green.	
5.3	<b><u>Matters Arising</u></b>	
	None	
6.	<b><u>Final Budget 2021-22</u></b>	
	Presented by G Watson, Finance Manager.	GW
	<p>Committee considered and approved the final budget report noting the changes in provision from the draft budget which had been discussed and approved in December. These were:</p> <ul style="list-style-type: none"> <li>- An increase of £6,376 in <i>Employee Costs</i> to provide for staff overtime in relation to the business system implementation plan</li> <li>- <i>Depreciation Charges</i> increased by £6,000 as per revised schedule</li> <li>- <i>Insurance Costs</i> increased by £4,000 in anticipation of increased premium charges</li> </ul>	

	<ul style="list-style-type: none"> <li>- An increase of £20,787 to accommodate revised programme of <i>Cyclical Costs</i> due to pandemic</li> <li>- Revision to rent schedules have resulted in an increase of £3,437 in <i>Rental Receivables</i></li> <li>- Final cost calculations for <i>Service Income/Charges</i> have increased provision by £4,870</li> <li>- <i>Management Fees</i> have been increased by £1,542 in anticipation of approval of PH's recommendation</li> <li>- An adjustment to the <i>Void Loss Services</i> forecast has resulted in a decrease of £1,762</li> </ul>	
	Members noted that the anticipated operating deficit of £20,561 was comfortably covered by the estimated cash balance of £1.47m at the 2021-22 year end.	GW
7.	<b><u>Policy Reviews</u></b>	
	The first three policies were presented by the Chief Executive and approved by Committee.	
7.1	<b><u>Settlement Agreements (Severance)</u></b>	
	MM reminded Committee this was a new policy, required by the Scottish Housing Regulator (RS) She advised the policy was based on a template provided by the Association's solicitors and set out the legal requirements and context of circumstances not covered by existing terms and conditions.	MM
7.2	<b><u>Expenses</u></b>	
	Committee noted that there was no proposed change to the substance or content of the existing policy. The only change was in the payment rates across all categories as detailed in the policy appendix. The rates have been uplifted to 2021 levels, with previous levels shown in brackets.	MM
7.3	<b><u>New Model Complaints Handling Procedure</u></b>	
	Members noted that the content of the model document was exactly as prescribed by SPSO and in accordance with SHR expectations.	MM
	It was agreed the document would be published in YHA's house style and available to customers from 1 <sup>st</sup> April.	

	<p>MM confirmed that internal training was ongoing to ensure all staff were aware of the revised processes and new CHP requirements.</p> <p>Members noted that the remaining policies had been fully reviewed and discussed by the Property Services Sub-committee and were presented to the full committee for ratification.</p>	
7.4	<u>Standard Repairs and Maintenance</u>	PH/RC
7.5	<u>Planned Maintenance</u>	RC
7.6	<u>Factoring</u>	PH
	There were no questions, and the three policies were ratified as presented.	
8.	<b><u>Factoring Reports</u></b>	
8.1	<p><u>Management Fee and Factoring Charges for 2021-22</u></p> <p>PH's report was discussed and considered by Committee and the following recommendations approved:</p> <ul style="list-style-type: none"> <li>- All Management Fees to increase by £5</li> <li>- No change to existing floats</li> <li>- Sales admin fees to increase to £125. Where less than 10 days' notice is provided the fee will be £150.</li> <li>- Lymburn Street fire alarm testing charge will go up to £60</li> <li>- 5% administration fee to be introduced in respect of buildings insurance policy (this cost will be published in SoS Appendix)</li> </ul>	PH
8.2	<p><u>Commercial Rent</u></p> <p>Members agreed to an increase of 0.9% and noted the lease is due for review in 2022.</p>	PH
8.3	<p><u>Bulk Uplift Service</u></p> <p>Discussion on PH's report included option to consult with owners on the possibility of YHA providing a bulk uplift service.</p> <p>Members agreed and noted the requirement to have owners agree to share costs.</p> <p>Owners to be consulted during week commencing 15<sup>th</sup> March, and responses evaluated early April.</p>	PH

8.4	<b><u>Factoring Account Write-offs</u></b>  Write-offs to a net value of £578.05 were noted and approved.  There were 16 accounts in total, with two balances in excess of £500. The remaining accounts were mostly credits with a total value of £1,188.21.	GW
9.	<b><u>Membership Applications/Cancellations</u></b>	
9.1	<b><u>Applications</u></b>  No new applications	
9.2	<b><u>Cancellations</u></b>  [REDACTED] moved away	
10.	<b><u>Rent Account Write-offs</u></b>	
10.1	Members noted that write-offs under £500 to a net value of £2,537 had been approved by the Chief Executive.	GW
10.2	Write-offs over £500 with a net total of £8,148.83 were approved by Committee	GW
11.	<b><u>Report from GWSF</u></b>  No report	
12.	<b><u>Report from SFHA</u></b>  None	MM
13	<b><u>Report from EVH</u></b>  Members noted the two year salary deal proposal had been supported by both EVH members and Unite, and would be effective from 1 <sup>st</sup> April 2021.	GW/CK
14	<b><u>AOCB</u></b>  14.1 <b><u>SHR Return Dates for 2021</u></b>  Members confirmed receiving the letter from SHR dated 5 <sup>th</sup> March she had distributed advising that all 2021 returns were to be submitted by standard dates. The May and June meeting dates will be arranged accordingly, and members also agreed to have the April meeting on the 15 <sup>th</sup> instead of the 8 <sup>th</sup> . MM will issue a revised schedule at the next meeting.	MM

#### 14.2 Possible Notifiable Event

MM

MM advised members she would be contacting the Regulator to enquire whether the recent death of a tenant found in the close area would be considered to be notifiable.

#### 14.3 Unacceptable Behaviour Policy implementation

MM

MM reported that she was seeking legal advice on options for pursuing action against a tenant for unacceptable behaviour. The tenant had caused significant distress to a member of staff by his aggressive and volatile behaviour. He has severe mental health issues and staff are concerned about his lack of capacity and apparent inability to communicate in a rational and stable manner.

Members were informed that this was one of six ongoing cases of anti-social behaviour being managed by the Acting Housing Services Manager with support from the Chief Executive and Compliance Manager. All were generating a high volume of staff time.

Meeting ended at 7.50pm, next meeting 6pm on 15<sup>th</sup> April 2021 via Zoom.

Signed as a Correct Record ..... Chairperson

